

## Email & Text Message Consent

Patient's Printed Name: \_\_\_\_\_

I would like to communicate via:  text message  email  both text message & email

Approved **Organization Name**: \_\_\_\_\_

Allows Prairie View to COMMUNICATE BY EMAIL WITH STAFF AT THIS ORGANIZATION (e.g., school, nursing home, etc.) with appropriate authorization

Approved **Email Address** (print clearly): \_\_\_\_\_

patient's personal  patient's work  family of patient  other

Name the owner of email address, if not patient: \_\_\_\_\_

Approved **Phone Number** (print clearly): \_\_\_\_\_

### 1. **Risk of Using Email & Text Message**

Prairie View offers patients or the patients' designees the opportunity to communicate by email or text message. Transmitting patient information by email or text message, however, has a number of risks that patients should consider before using email or text message. These include, but are not limited to, the following risks:

- a. Email and text messages can be circulated, forwarded, and stored in numerous paper and electronic files.
- b. Email and text messages can be immediately broadcast worldwide and be received by many intended and unintended recipients.
- c. Senders of email and text messages can easily mis-address their message.
- d. Email and text messages are easier to falsify than handwritten or signed documents.
- e. Back-up copies of email and text messages may exist even after the sender or the recipient has deleted his or her copy.
- f. Employers and online services have a right to archive and inspect emails and text messages transmitted through their systems.
- g. Email and text messages can be intercepted, altered, forwarded, or used without authorization or detection.
- h. Email and text messages can be used to introduce viruses into computer systems.
- i. Email and text messages can be used as evidence in court.

### 2. **Conditions for the Use of Email & Text Message**

Prairie View will use reasonable means to protect the security and confidentiality of email and text message information sent and received. However, because of the risks outlined above, Prairie View cannot guarantee the security and confidentiality of email and text message communication, and will not be liable for improper disclosure of confidential information that is not caused by Prairie View's intentional misconduct. Thus, patients must consent to the use of email and text message for patient information. Consent to the use of email and text message includes agreement with the following conditions:

- a. All emails and text messages concerning diagnoses or treatment will be printed and made part of the patient's medical record. Because they are a part of the medical record, other individuals authorized to access the medical record will have access to those emails and text messages.
- b. Prairie View may forward emails and text messages to Prairie View staff and agents as necessary for diagnoses, treatment, reimbursement, and other handling. Prairie View will not, however, forward emails and text messages to independent third parties without the patient's prior written consent, except as authorized or required by law.
- c. Although Prairie View will endeavor to read and respond promptly to email and text messages, Prairie View cannot guarantee that any particular email or text message will be read and responded to within

Name: \_\_\_\_\_

Prairie View Case Number: \_\_\_\_\_

any particular period of time. Thus, email or text messaging should not be used for medical emergencies or other time-sensitive matters. Not all clinicians are available by text message.

- d. If an email or text message requires or invites a response from Prairie View, and a response has not been received within a reasonable time period, it is the sender's responsibility to follow up to determine whether the intended recipient received the email or text message, and when the recipient will respond.
- e. The patient/designee is responsible for protecting his/her password or other means of access to email or text message. Prairie View is not liable for breaches of confidentiality caused by the patient designee or any third party.
- f. It is the patient's responsibility to follow up and/or schedule an appointment if warranted.
- g. Prairie View is not currently equipped to encrypt or encode email or text messages, so all email between patient/designee and Prairie View remains in an easily readable format that anyone would be able to read who gains access to it.

3. **Instructions**

To communicate by email or text message:

- a. Inform Prairie View of changes in email address or phone number.
- b. Do not put the patient's name in the subject line of an email.
- c. Include the category of the communication in the subject line, such as "Billing Question".
- d. Review the email or text message to make sure it is clear and that all relevant information is provided before sending to Prairie View.
- e. Take precautions to preserve the confidentiality of emails and text messages, such as using screen savers, safeguarding computer passwords, and locking the device.
- f. Withdraw consent only by email or written communication to Prairie View.

4. **Patient Acknowledgement**

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with communication by email or text messages, and consent to the conditions outlined herein. In addition, I agree to the instructions that Prairie View may impose to communicate by email and text message. Any questions I may have had were answered.

\_\_\_\_\_  
Signature of Patient

Date: \_\_\_\_\_

**OR**

\_\_\_\_\_  
Printed Name of Representative

\_\_\_\_\_  
Signature of Representative

\_\_\_\_\_  
Description of Representative's Authority  
(e.g. Legal Guardian or Durable Power of Attorney)

\_\_\_\_\_  
Address Line 1

\_\_\_\_\_  
Address Line 2

\_\_\_\_\_  
Phone: \_\_\_\_\_

\_\_\_\_\_  
Date: \_\_\_\_\_

\_\_\_\_\_  
Prairie View Representative

Date: \_\_\_\_\_